

HOMELESS ENGAGEMENT AND ACCESS TEAM (HEAT)

REFERRAL PROCESS



Because everyone should have a home.



Due to the sensitive nature of our resident's information, the referring party will not receive an update on the resident's assessment

To initiate referral process,
Community member sends an email to
housing@ci.milpitas.ca.gov

PLEASE INCLUDE:

- GENERAL LOCATION OF INDIVIDUAL
- GENERAL INFORMATION OF INDIVIDUAL:
 1. NAME, IF KNOWN
 2. CONTACT NUMBER, IF AVAILABLE

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**HOUSING SUBMITS
REFERRAL TO HEAT
TEAM**

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**HEAT TEAM
INITIATES CONTACT**

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**RESIDENT
ENGAGED/ASSESSED**

↙
**RESIDENT
ADDED TO
COMMUNITY
QUEUE**

↘
**RESIDENT
CONNECTED TO
RESOURCES AND
SUPPORTIVE
SERVICES**